

JIMMY DUONG

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EDUCATION

MONMOUTH UNIVERSITY, West Long Branch, NJ

M.A., Software Engineering, GPA 3.54

May 2020

B.A., Software Engineering, GPA 3.35, Minors in Computer Science and Mathematics

May 2019

Relevant Coursework, Software Practicum | Requirements Engineering & Specifications | Introduction to Java I & II | Introduction to Software Engineering | Applied Discrete Math | Combinatorics and Graph Theory | Data Mining | Process of Engineering Software

EXPERIENCE

MONMOUTH UNIVERSITY, West Long Branch, NJ

September 2015 – April 2020

Graduate Assistant

September 2019 – April 2020

- Train new lab assistants to properly handle lab equipment and fulfill day-to-day request from students, Graduate Assistants, staff, faculty, and administrator
- Work with Student Technology Assistant Program (STAP) to build a scanning system to efficiently keep track 100+ documentation of equipment usage throughout campus

Student Help Desk Technology Assistant

January 2016 – May 2019

- Assisted clients' needs effectively by being the first line of support and communicate information to full-time technicians with complex issue for assistance
- Checked computer labs to keep 60+ computers at top performance for approximately 6,000+ students and taking the work load off the full-time staff

Lab Assistant

September 2015 – January 2016

- Fulfilled day-to-day requests from students, Graduate Assistants (GA), staff and faculty by helping them troubleshoot their devices
Ex. Computer software unknown to students, Connectivity to wifi with several devices, Guide students unfamiliar to the campus
- Ensured all lab equipment maintained pristine working conditions while documenting equipment failures

NEW JERSEY ADVOCATES FOR EDUCATION, South Orange, NJ

May 2018 – August 2018

Data Analyst

- Used various media platform and resources to gather data by cross-referencing known data with unknown data to locate alums
- Located approximately 80 alums out of 197 and spoke with to complete a survey, 117 out of 197 completed the survey.

WORLDWIDE LOGISTICS Ltd, Paramus, NJ

July 2017 – January 2018

Customs Analyst Intern

- Assisted in the process of converting the company to paperless, and effectively streamlining over 1000 files a month
- Communicated through multiple departments to collect required documents and information for shipments to be cleared by US Customs
- Worked on various projects on an ad hoc basis with the ability to meet deadlines
- Coordinated a customer visibility project utilizing cloud-based software

BED BATH & BEYOND CORPORATE HEADQUARTERS, Union, NJ

June 2016 – August 2016

Data Operation Consultant

- Managed communication among multiple vendors and cross-functional product teams to resolve data issues and assisted product leaders in managing content selection, clean-up, and uploading images for BB&B website
- Used in-house software packages, Photoshop and Bridge to optimized image quality by reducing time and increased image turnover by 10%

LEADERSHIP

- **Fellow, America Needs You** (Summer 2016 – Spring 2018): Selected from an applicant pool of over 150 first-generation college students in New Jersey to serve in a 2-year career development and leadership training program
- **Hawks Helping Hawks** (Fall 2016 & 2017): Helping Freshmen moving into their resident hall by lifting refrigerator, luggage, and other essentials they have brought and showing them to their designated room and building.
- **Chi Alpha Epsilon** (Fall 2016): Inducted into national honor society for opportunity programs with scholars maintaining 3.0 GPA
- **Leadership Institute for First-Year Transformation** (Fall 2016): Learning how to be more conscious and understanding that everyone is unique in their own ways

ADDITIONAL

- **Computer Skills:** Java, HTML, Adobe Photoshop, Foxit, Microsoft Word, Excel, PowerPoint, Adobe XD
- **Skills:** UX/UI Designer, Empathy
- **Languages:** Vietnamese, Cantonese
- **Personal Interests:** Tennis (Varsity), Chess, Checkers, Video Games